

W. 01303A-08-0227
SW. 01303A-08-0227



0000092154

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73998

Date: 12/16/2008

Complaint Description: 08B Rate Case Items - No Notification
N/A Not Applicable

First:

Last:

Complaint By: **Norma Rea**

Harvey

Account Name: Norma Rea Harvey

Home: [REDACTED]

Street: na

Work:

City: Bullhead City

CBR:

State: AZ Zip: 86426

is:

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

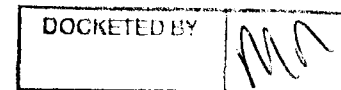
Email Received - Opinion Opposed (AAWC - Mohave Water District):
Docket No. W-01303A-08-0227
SW-01303A-08-0227

Arizona Corporation Commission

DOCKETED

DEC 24 2008

Received the following correspondence:



To whom it may concern:

Please do not give AZ Water which we have in Bullhead City, AZ city limits the 81% raise. They have already had 2 raises & not long ago. The wages here are very low & a lot of retired citizens on limited income & a lot of people on no income. It's also bedroom rentals for Laughlin, NV casino employees which of a lot have lost their jobs lately. As they don't have as much housing on the other side of the river which divided our town.

The gas co got a big raise & put in meters which are now read electronically so they didn't need employees reading them & the small vehicles they drove & those of us that are on gas in our houses are struggling along with paying our electric bills who also got a big raise in their electric air all summer & will also not turn my heat on just use a small ceramic heater & I used 2 fans in the summer. It wasn't easy.

Thank you,

Norma Rae Harvey
End of Complaint

Utilities' Response:

na
End of Response

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2008 DEC 24 A 9 32

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

12/18-

I called customer and left a voice mail message that the ACC was in receipt of her correspondence regarding the Arizona-American Water Company proposed rate increase. I also left a voice mail message that her correspondence would be entered into the database and would be docketed so that the Commissioners would have an opportunity to read this customers concerns. CLOSED.

E-mailed Trish Meeter @ ACC's Phoenix Office to have this OPINION docketed towards Arizona-American Water Company proposed rate case W-01303A-08-0227 & SW-01303A-08-0227.

End of Comments

Date Completed: 12/18/2008

Opinion No. 2008 - 73998

W. 01303A.08.0227
SK. 01303A.08.0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Trish Meeter

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 74186

Date: 12/23/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Bobby

Smith

Account Name:

Bobby Smith

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Surprise

CBR:

State:

AZ

Zip: 85387

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

12/22

Customer is opposed to the rate application proposed increase. He states the jump from \$24 to \$38 is too much.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

The role of the Commission was discussed and the number was provided to the customer that would enable him to get info on the effect the proposed increase would have directly on his bill.

End of Comments

Date Completed: 12/23/2008

Opinion No. 2008 - 74186

W.01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion **No. 2008 - 74122**

Date: 12/22/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Gary A. & Linda R. McDaniel**

Account Name: Gary A. & Linda R. McDaniel

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Surprise

CBR:

State: AZ **Zip:** [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED * OPINION OPPOSED (AAWC AGUA FRIA DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

Gary A. & Linda R. McDaniel
[REDACTED]
[REDACTED]
Surprise, Arizona 85374
[REDACTED]

December 16, 2008

Arizona Corporation Commission
1200 W. Washington
Phoenix, Arizona 85007

Re: Arizona American Water
proposed rate increase

Dear Corporation;

You will soon take testimony from Arizona American Water to justify their proposed consumer water rate increase. I'm sure that they have inflated their request and I am sure the ACC will slash their requested rates. Everyone will be happy AAW will get what they actually want and the ACC will look like heroes for having whittled down the rate hike and we dumb consumers are going to sit back and take it in the billfold.

I might point out that they claim \$80,000,000 invested in the Agua Fria District since their last rate increase in 2002. If AAW could spend that amount of money without the assurance of a rate increase to recoup, then I

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

contend the management of this utility has some real problems. It should not be up to the consumer to bail them out of their predicament.

I would suggest that they be given a rate increase commensurate with the cost of living index from 2001-2007.

It seems that extension of services into new areas should be through a tap charge that the developer pays and passes on to those who purchase his homes.

I urge you to consider the impact this rate increase will have on those consumers who are frantically treading water in order to save their houses from foreclosure and auction.

Sincerely,

Gary A. McDaniel
End of Complaint

Utilities' Response:

n/a
End of Response

Investigator's Comments and Disposition:

CORRESPONDENCE TO CUSTOMER:

December 22, 2008

Gary A. & Linda R. McDaniel
[REDACTED]
Surprise, Arizona 85374

RE: ARIZONA AMERICAN WATER COMPANY ("AAWC")

Dear Gary A. & Linda R. McDaniel:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

CLOSED
End of Comments

Date Completed: 12/22/2008

Opinion No. 2008 - 74122

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74125

Date: 12/22/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: First: Barbara Last: Piper

Account Name: Barbara Piper

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Fort Mohave

CBR:

State: AZ Zip [REDACTED]

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

CORRESPONDENCE RECEIVED - OPINION OPPOSED (AAWC MOHAVE WATER DISTRICT):

RE: W-01303A-08-0227
SW-01303A-08-0227

Arizona Corporation Commission
Customer Services Section
1200 W. Washington
Phoenix, Az. 85007

Docket #W-01303a-08-0227

Dear Sirs:

Due to the recession, job losses, bank failures, etc, How can Arizona American Water ask for an increase in rates, almost double what we are now paying?

We are a retired couple living on a fixed income so this huge increase will really hurt us. We are paying \$49.75 per month which seems like a lot already, and they are asking for an increase which would raise our monthly bill to over \$85.00.

We live in an established neighborhood so there are no new sewer lines going in around us.

We really feel they are way out of line to ask for this huge increase in rates. You, as the commission, need to deny this increase.

Please help us!

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Thank you,

Sincerely,

Barbara piper
[REDACTED]

Fort Mohave, Az. 86426

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

CORRESPONDENCE MAILED TO CUSTOMER:

December 22, 2008

Barbara Piper
[REDACTED]

Fort Mohave, Az. 86426

RE: ARIZONA - AMERICAN WATER COMPANY

Dear Barbara Piper:

Your letter regarding the Arizona American Water Company ("AAWC") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the AAWC application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000.

Sincerely,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Utilities Division

CLOSED

End of Comments

Date Completed: 12/22/2008

Opinion No. 2008 - 74125

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74093

Date: 12/19/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Phyllis J.**

Patrissi

Account Name: Phyllis J. Patrissi

Home: (000) 000-0000

Street: [REDACTED]

Work:

City: Sun City

CBR: [REDACTED]

State: AZ Zip: [REDACTED]

is: E-Mail

Utility Company. **Arizona - American Water Company**

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE:

OPINION OPPOSED - AAWC SUN CITY WATER DISTRICT:

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

From: Pladybug10@aol.com [mailto:[REDACTED]]
Sent: Wednesday, December 03, 2008 4:29 PM
To: Gleason-WebEmail
Subject: AZ Water Increase

Mr. Gleason,

I live in Sun City West where Arizona Water wants to increase our monthly rates by 79.8%. This is unconscionable since they just received an increase in the first quarter of 2008. How many increases do they expect to receive in one year? Not only that, but to ask for an increase of ANY double-digit amount is ridiculous. We are senior citizens on fixed incomes; what are we supposed to do?

I do believe they are asking for such a high increase so that if we do receive a 10 or 15% raise in our rates, we should be thankful and appreciative of their consideration. What nerve! While I do support minor increases and conservation of water due to the fact that we are desert dwellers, I can't condone this outrageous decision. I'm appealing to your Commission for any relief given to our community, especially in light of our current economic climate.

Phyllis J. Patrissi
End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Email to Customer:

Dear Phyllis J. Patrissi,

Your email sent to Chairman Gleason of the Arizona Corporation Commission ("Commission") regarding the application filed by Arizona - American Water Company ("AAWC"), requesting approval for an increase in its rates has been received and assigned to me for further handling.

An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 12/19/2008

Opinion No. 2008 - 74093

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 - 74095

Date: 12/19/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Ralph

Schauble

Account Name:

Ralph Schauble

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Surprise

CBR:

State:

AZ

Zip:

[REDACTED]

is:

Utility Company:

Arizona - American Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone:

[REDACTED]

Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE - OPINION OPPOSED (AAWC AGUA FRIA WATER DISTRICT):

RE: Docket No. W-01303A-08-0227
SW-01303A-08-0227

From: Ralph [mailto:[REDACTED]]

Sent: Tuesday, December 16, 2008 10:11 PM

To: Mayes-WebEmail; Mundell-Web; Gleason-WebEmail; Hatch-WebEmail; Pierce-Web

Subject: Arizona American Water Rate Increase Request

Dear Commissioners,

I have attached a letter which I would appreciate you reading. I am very concerned about the increase request of Arizona American Water and its potential economic effect on its clients. Thank you for your consideration.

Ralph Schauble

[REDACTED]

Surprise, Arizona 85374-3028

Telephone: [REDACTED]

ATTACHED:

Arizona Corporation Commission
Commissioners Wing
1200 West Washington
Phoenix, Arizona 85007-2996

December 16, 2008

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Re: Arizona American Water Rate Increase Request

Dear Arizona Corporation Commissioners,

Recently I received a letter from Arizona American Water informing me that they were requesting a rate increase for improvements to the water system and increased operating costs. Normally I understand the need for an adjustment in regards to improvements and increased costs. However the increase they are requesting is beyond the pale.

According to their letter, these are the increases that their clients will receive if you approve their request.

1. 5/8-inch meter \$ 0.47 per day from \$ 24.16 to \$ 38.21 monthly. This is \$ 14.05 monthly or 58.15% increase.
2. 1-inch meter \$ 0.84 per day from \$ 52.83 to \$ 78.15 monthly. This is \$ 25.32 monthly or 47.93% increase.

In light of economic conditions, where do they think there clients are going to come up with such an increase! Are they trying to recoup all of their costs in one year? This percentage of increase in one year should not be allowed even in a good economic year. I am sorry I was not able to attend the community meeting Arizona America Water held today in connection with this request.

I am asking you to consider this request as over the top in terms of the increase! Even 10% today, when considering where we are economically, would put a lot of stress on all of your constituents who are struggling to make ends meet. I cannot remember a time when I have faced such a large increase in a one year time frame. Since we are captive to having water, we are at your mercy!

Thanks for your consideration.

Sincerely,

Ralph L. Schauble

Surprise, Arizona 85374

Telephone: [REDACTED]
*End of Complaint

CC: Arizona America Water

Utilities' Response:

Investigator's Comments and Disposition:

12/19/2008 - Email to Customer:

Dear Ralph Schauble,

Your email sent to Chairman Gleason, Commissioner Mayes, Mundell, Hatch-Miller and Pierce of the Arizona Corporation Commission ("Commission") in regard to the application filed by Arizona - American Water Company ("AAWC"), requesting approval for an increase in rates has been received and assigned to me for further handling.

An opinion has been placed on file with the Docket Control Center of the Commission on your behalf to be made part of the record. The Commission will take your comments and concerns into consideration before a decision is rendered in the AAWC rate case.

Concerns raised by customers assist the Commission within the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

interest of both, the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates the time you have taken to express your comments and concerns on the proposed rate increase. If you should have any questions related to this matter, please feel free to call me directly at [REDACTED] or on our in state toll free number at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division
[REDACTED]

CLOSED

End of Comments

Date Completed: 12/19/2008

Opinion No. 2008 - 74095

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 73214

Date: 11/21/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Rick **Last:** Adams

Account Name: Rick Adams

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Paradise Valley

CBR:

State: AZ **Zip:** 00000

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

*****PARADISE VALLEY WATER DISTRICT*****

The rate increase being requested by Arizona-American Water Company is outrageous. He states that the service is horrible. He states that he sees full page ads printed in the local newspapers and feels that the company has no need for money. He states that the ACC should deny this request.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

11/21/08 I informed consumer that his opinion would be filed and made part of the permanent file. Closed

File in Docket No. W-01303A-08-0227 and SW-01303A-08-0227

End of Comments

Date Completed: 12/23/2008

Opinion No. 2008 - 73214

W-01303A-08-0227
SW-01303A-08-0227

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2008 72687

Date: 10/31/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Stuart **Last:** Salter

Account Name: Stuart Salter

Home: [REDACTED]

Street: [REDACTED] Dr.

Work: (000) 000-0000

City: Sun City West

CBR:

State: AZ **Zip:** 85375

is:

Utility Company: Arizona - American Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

SUN CITY WEST DIVISION*

CONSUMER IS OPPOSED TO THE RATE INCREASE!!!

He can't imagine the utility company requesting a 79.76% rate increase. This is obscene!!!! If the water company continues to get raised they will soon be more expensive than APS electric rates.

THIS IS OBSCENE!!!

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I explained to customer that his opinion would be noted and filed. I also informed him that the Commissioners and staff members will receive a copy of his opinion. Closed

File in Docket No. W-01303A-08-0227 and SW-01303A-08-0227

End of Comments

Date Completed: 12/23/2008

Opinion No. 2008 - 72687